

November 4, 2002

Release 11.0 Status Meeting

MEETING MINUTES

Agenda Items	Discussion
	<p>Sherry questioned if there would be an overlap in testing between Releases 11.0 and 12.0 with Option 2. Jill replied that Option 2 would rut the post-soak window short, but not the pre-soak window.</p> <p>Sherry asked Jill what option she would select if she was in a CLEC position. Jill replied that it's up to each CLEC's individual needs. From a personal perspective, she would select Option 2 because it includes all of Release 11.0 content.</p> <p>Sherry questioned what additional internal checkpoints BST would make. Jill advisrd that more frequent checks are being made at the officer level within BST and with our vendors. Sherry commented that the CLECs need to understand the root cause to ensure the problrm is being addressrd. Colette questioned if officers were already aware of these issues. Jill replied that the officers are aware of every release and intervene, if necessary. Kyle questioned if the officers are involved because of 271 and requested that this be added to the CCP guide. Jill replied that our officers have always been kept apprised of the releases and are involved as much as necessary. The internal involvement of personnrl is an internal process and shouldn't be documented in the CCP guide.</p> <p>Jill commented that BST will have a checkpoint with the CLECs every two weeks.</p> <p>Bernadette requested that BST provide capacity per system. Jill stated that this dormation is not available at the point of prioritization and that, as stated on previous occasions; it is not a fixed number. The capacity varies by application and by phase for each release.</p> <p>Dee Freeman Butler (BST) recommended Option 2 because it offers a fewer number of releases in 2003.</p>
<p>3. CLEC Feedback</p>	<p>After the CLEC meeting. Sherry presented the following:</p> <p>CLECs agree to BellSouth's option 1 with conditions. They reyuested that BellSouth provide the following information on a twice a week basis:</p> <ol style="list-style-type: none"> 1. Status on Mondays and Thursdays 2. Complete listing of the number of severity 1 and severity 2 defects and the process being used to close them 3. Plan to meet thr due date 4. Final go/no go on 11/18/02 <p>In addition, CLECs want a complete rscalation of what BellSouth is doing to ensure that these problems do not continue on an on-going basis, a firm commitment to fix defects found in this release, and an explanation of what actually caused these problems (resources, programmrr problems, poor specihcations, etc.)</p>

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4. BST Response to CLEC Feedback	Jill indicated that BST can support the checkpoints and will investigate how much detail can be provided. BST committed to provide a response to the CLECs by close of business on 11/5/02. The response regarding root cause determination will be provided at a later date.
5. Summary of New Action Items	NEW ACTION ITEM: BellSouth to provide a response to the CLEC community by COB on 11/5/02 regarding the CLEC feedback & additional points for Option 1-Release 11.0.

ATTACHMENT 3

From: Change.Control@bridge.bellsouth.com
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Subject: ID: BST/CLEC Conference Call Meeting to discuss Release 11.0

CLECs,

BellSouth would like to hold a conference call meeting with the CLECs on Monday, November 4 at 3:00 pm EST, to discuss the status of Encore Release 11.0, scheduled for implementation on 12/07-08/2002.

Additional information for this meeting is forthcoming.

The conference bridge will be 205-968-9300, Access Code: 176589

If you have any questions, please advise.

Thanks,

Change Management Team

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ATTACHMENT 4

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> Subject: ID: 11/04/02 Release 11.0 Conference Call - Meeting Handouts

>

>> <<SEND>>>> <<R11RELEA.PPT>>>> <<U2UMANUA.PPT>>

CLECs.

The attached material will be used in our discussion on the status of Release 11.0 on Monday, November 4 at 3:00 PM EST. As we've progressed through our testing cycle, we've determined that the number of defects in the software is larger than it should be at this point in the schedule. Given this, BellSouth does not believe a December 8 implementation date can be met with acceptable quality.

BellSouth has developed two (2) alternatives to mitigate the impacts and will walk-through these options on Monday. We will walk through the attached scenarios in the meeting and will need to gain consensus from the CLEC community at the end of the meeting on the preferred option to move forward with. We look forward to discussing these with you on Monday.

If you have any questions, please advise

Thanks,

Change Management Team

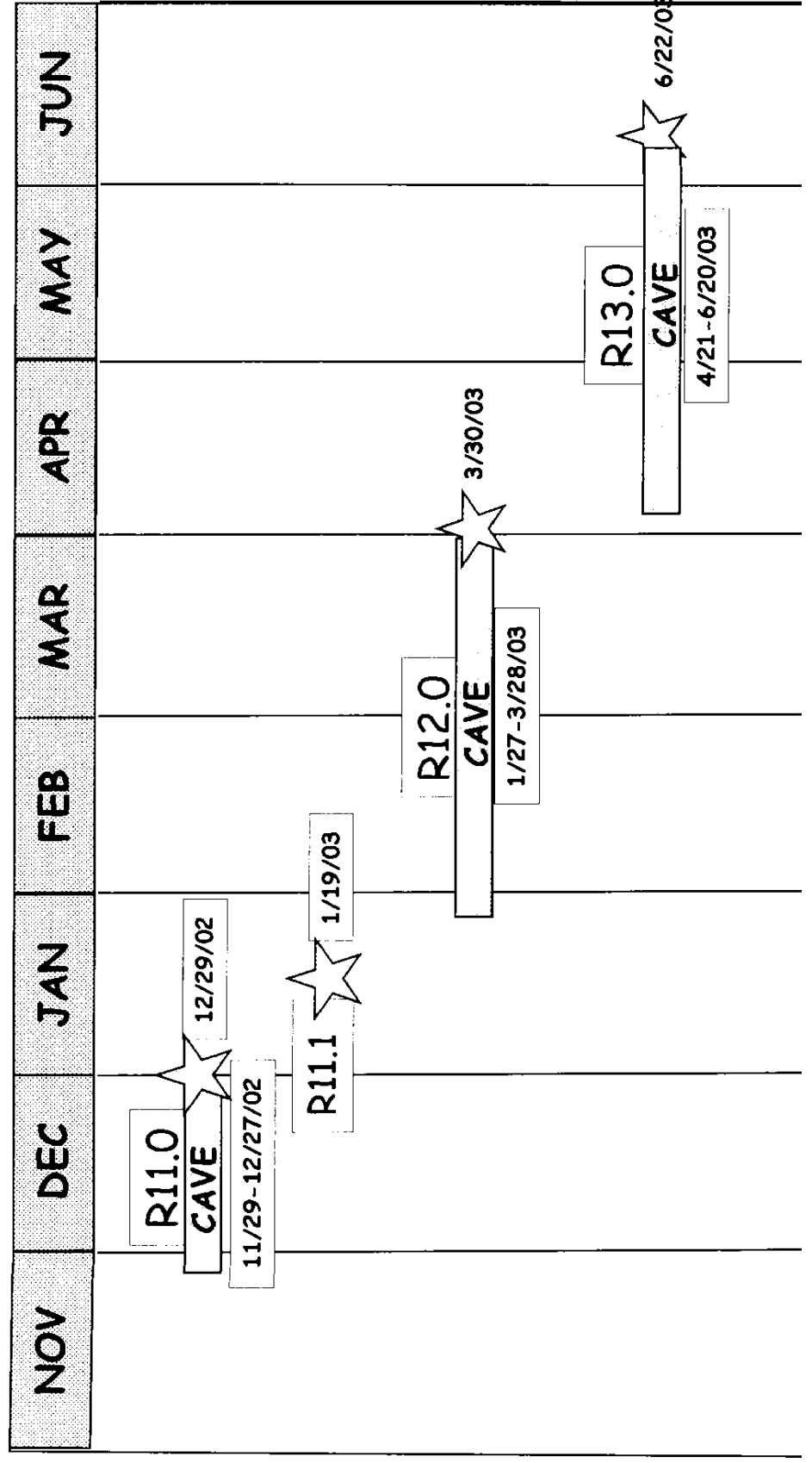
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Message sent by: Change Control /m6,mail6a

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Option 1

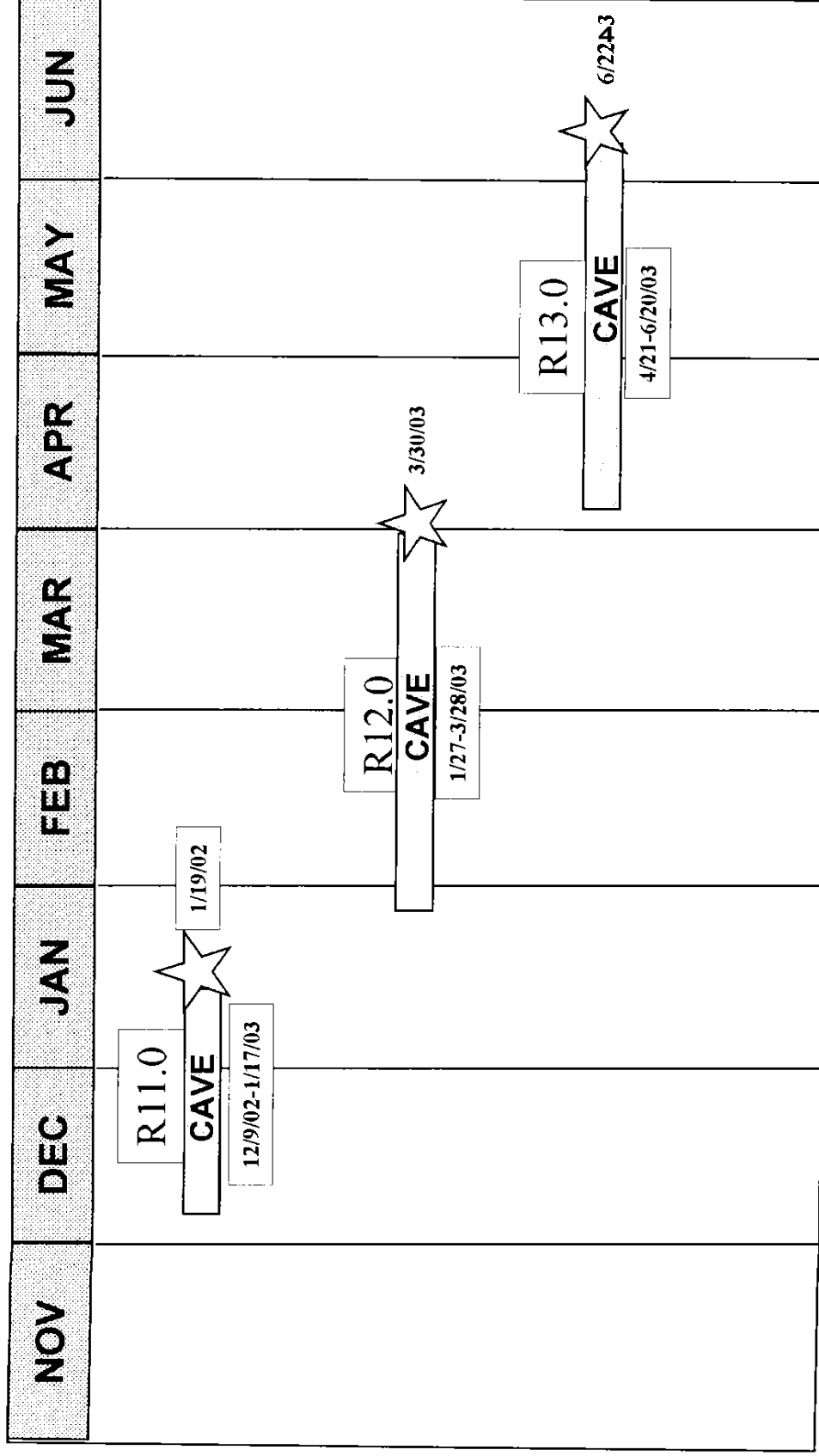


NOTE: CAVE windows represent pad-soak only.

Option 1 Summary

- **Defer implementation of Release 11.0 to December 29; CAVE testing to begin December 2.**
- **Defer delivery of UNE-P to UNE-L feature from scope of 11.0.**
- **Implement UNE-P to UNE-L feature with Release 12.0 on March 30, 2003. CAVE testing to begin on January 27, 2003.**
- **Benefits:**
 - **Improves chance of successful implementation of Release 11.0.**
 - Reduces scope of testing and pre-production defect correction.
 - Focuses resources on remainder of release
- **CLEC Impact:**
 - **Requires two releases for full functionality**
 - **3 week delay in majority of release and 15 week delay in UNE-P to UNE-L feature**

Option 2

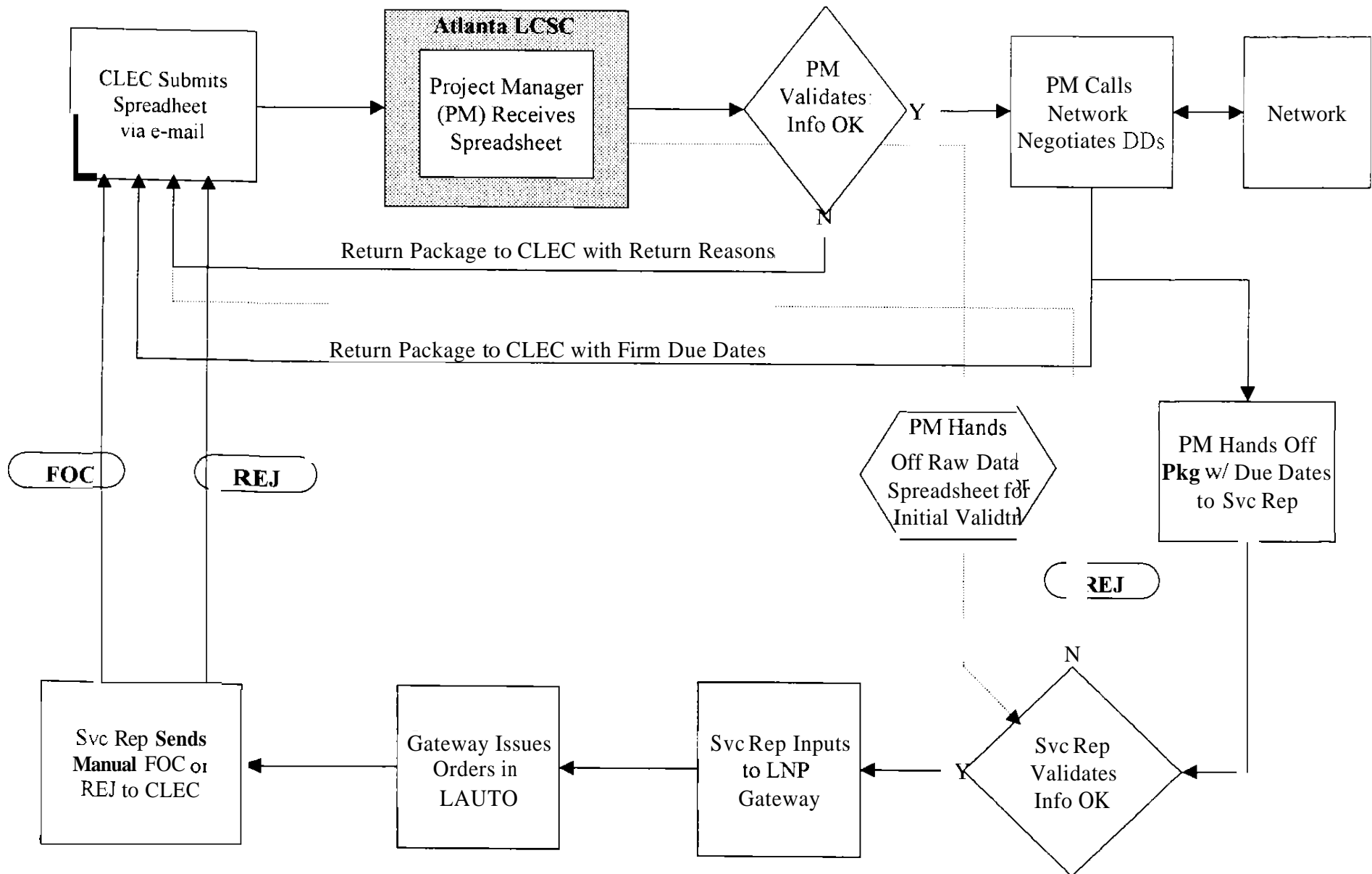


NOTE: CAVE windows represent pre-soak only.

Option 2 Summary

- **Defer implementation of Release 11.0 until the maintenance release scheduled for January 19, 2003. CAVE testing to begin December 9, 2002.**
- **Includes all features, including UNE-P to UNE-L and XML for internet users.**
- **Benefits:**
 - **All Release 11.0 planned features, including full UNE-P to UNE-L functionality, will be installed together.**
 - **Combining of 11.0 with the maintenance release results in less releases to manage.**
 - **Improves chance of successful implementation of Release 11.0.**
- **CLEC impact:**
 - **Six week delay in implementation of full feature set.**

UNE-to-UNE Bulk (U2U)– Interim Manual Procedures



ATTACHMENT 5

BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

Carrier Notification
SN91083420

Date: November 8, 2002

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLECs – BellSouth Unbundled Network Element-Platform (UNE-P) UNE-P-to-UNE-L (Loop and number portability) Bulk Migration – Trial Offering for Manual Process

This serves as notification of a trial offering for the UNE-P-to-UNE-L Bulk Migration manual process. This trial is scheduled to begin December 9, 2002, with one CLEC participating. If you are interested in becoming the trial-CLEC participant, please e-mail Change Control at ChangeControl@bridge.bellsouth.com. The trial period will run for 45 days. Assuming a successful completion of the trial, the manual process will then be made available to all CLECs until the mechanized process can be implemented.

UNE-P-to-UNE-L Bulk Migration is a process that allows a CLEC to convert multiple user accounts from UNE-P (loop and port) to UNE-L (loop and number portability) via submission of one bulk project request.

Backaround: CLEC Change Control Process (CCP). change request CR0215, requested bulk ordering capability for UNE-P to UNE-L. and was originally scheduled for Release 11.0 on December 8 and 9, 2002. Release 11.0 is tentatively rescheduled for implementation on December 29, 2002, excluding the UNE-P to UNE-L Bulk feature.

CR0215 for bulk ordering capability (i.e. mechanized process) for UNE-P to UNE-L is scheduled for implementation in Release 12.0, scheduled for March 30, 2003.

Please contact your BellSouth Local Support Manager with any questions,

Sincerely,

ORIGINAL SIGNED BY JERRY HENDIRX

Jerry Hendrix –Assistance Vice President
Interconnection Services

ATTACHMENT 6

> From: Change.Control@bridge.bellsouth.com [mailto:Change.Control@bridge.bellsouth.com]
 > Sent: Friday, October 18, 2002 4:43 PM
 > To: alee@epicus.com; alejandro@amexcomm.com; arnanda.hill@wcom.com;
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> Subject: ID: RE: BST Response to Release 13.0 Concerns
>

>> <<SEND>> >> <<RE: BST Response to Release 13.0Concerns>> >> <<R13_1018.DOC>>

Bernadette,

Please see the attached BST response regarding your 10/10/02 email

Let us know if you have questions.

Thanks,

Change Management Team

Distributed Message

Message sent by: Change Control /m6,mail6a

To unsubscribe from CCP, send a message to
list.manager@bridge.bellsouth.com with the Subject line: UNSUBSCRIBE CCP

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October 18, 2002

Bernadette,

This is in response to your 10/10/02 email regarding the BST Prioritization Ranking document. A summary of AT&T's questions and the BST responses are listed below.

1. When will the following 5 CLEC Initiated CRs that are currently not scheduled be scheduled for a release: CR0284, CR0135, CR0104, CR0676, CR0926

BST Response These features will be scheduled in the next available CLEC Production release. The 2003 releases are at capacity; therefore, once the schedule for 2004 is defined, we will begin reviewing the list of priorities to determine when these features can be scheduled. Should any capacity become available in 2003, BellSouth will evaluate the possibility of slotting these features within that available capacity.

2. What is SGG? Need BST to disclose capacity units for SGG per release.

BST Response ServiceGate is a flexible and scalable gateway that supports a variety of business needs, some of which include a gateway, validations and router. Many of these are contained in modular components within ServiceGate. SGG interacts with user interfaces such as EDI, LENS and TAG. SGG is listed on Appendix H-Preliminary Feature Sizing Model for CCP Prioritization Planning and was incorporated into the Change Control Process Guide earlier this year. When the preliminary sizing models were provided to the CLEC Community for the 5-22-02 Prioritization Meeting, SGG estimates were included for each change request.

SGG is one of the applications under the OSS-2 SQM and is subject to tier 2 penalties. Previously, the SGG application was referred to as COG in the SQM documents.

As communicated previously, BellSouth cannot provide the capacity units for SGG per release. The sizing for each application and phase per release is dependent on many other factors, some of which include timeframe for the release and impact of features, timeframe, etc. of other releases and is not a constant number.

3. When will sizing be shared for CR0135 (Merging of Accounts) and CR scheduled by BST?

BST Response: It is BellSouth's plan to provide preliminary sizing for CR0135 for the 12/11/02 scheduled prioritization meeting. CR0135 is being worked at OBF and is currently in initial closure status. It is expected that this issue will reach final closure at OBF in November.

- 4 Why did BST put CR0221 (Ability to populate LQTY when requesting a Partial Pre-Order Query for Due Date Estimate) out for 9/25/02 Prioritization if it was delivered 8/24/02?

BST Response: After the 9/25/02 Prioritization Meeting, the Change Management Team learned that CR0221 was implemented with CR0029 (Partial Migration of UNE Loops) on 8/24/02-8/25/02 (Release 10.6). The functionality outlined in CR0221 was inherent to the functionality provided with CR0029. Change Request CR0221 was not immediately identified with Release 10.6 since the functionality was built-in with Partial Migration of UNE Loops. BellSouth apologizes for any inconvenience in this matter.

5. Explain when CRO 113 (LENS Inquiry-View Customer Record – Use 3-digit customer code in validation logic) was implemented and why were CLECs only told in October.

BST Response: After the 9/25/02 Prioritization Meeting, the Change Management Team learned that CR0113 was implemented in early 2002 with a CRIS contract change. This CRIS contract change allowed LENS to return the customer code on the CSR. This was a backend system change, not an Encore release change. BellSouth apologizes for any inconvenience in this matter.

Please let us know if you have questions.

Thanks,

Change Management Team

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington D.C. 20554**

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In the Matter of)	
)	
Application of BellSouth Corporation,)	
Pursuant to Section 271 of the)	WC Docket No. 02-307
Telecommunications Act of 1996, to)	
Provide In-Region, InterLATA Services in)	
the States of Florida and Tennessee)	
)	
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SUPPLEMENTAL DECLARATION OF DENISE BERGER

1. My name is Denise Berger. I am the same Denise Berger who tiled a declaration on October 10, 2002 and a reply declaration on November 1, 2002 in this proceeding

2 My testimony discusses a continuing problem with service disruptions on UNE-P migration orders that BellSouth was supposed to have resolved earlier this year and, indeed, was ordered to resolve by the Georgia Public Service Commission and Louisiana Public Service Commission. The problem is the continuing use of two orders for partial migrations of service that BellSouth had committed **to** resolve by introduction of the single "C" order to replace the use of two separate orders that caused customer outages. Notwithstanding BellSouth's claims to this Commission, the Georgia and Louisiana commissions, and the CLEC community that the single "C" order would resolve the problem, it is now clear that service disruptions are still occurring. **As** BellSouth is now disclosing *for the first rime*, the single "C" order has been implemented *only* for full migrations of service to replace its previous process using separate disconnect ("D") and

new (“N”) orders BellSouth is continuing to use two separate orders for partial migrations, a new (“N”) order to establish the end-user as a CLEC customer on UNE-P and a change (“C”) order to disconnect the customer in the BellSouth systems BellSouth’s failure to address this problem completely causes competitive injury to CLECs and is emblematic of BellSouth’s failure to devote the resources to OSS to resolve provisioning problems. The result, as usual, is that CLECs bear the inconvenience, expense, and customer disruptions that result from BellSouth’s failure to address shortcomings in its systems and OSS and its failure to clearly and straightforwardly communicate plans for implementation of solutions to both CLECs and regulatory commissions

I. BellSouth’s Commitment to the Single “C” Order to Resolve Service Disruptions Associated with Use of Separate “D” and “N” Orders to Process UNE-P Conversions.

3. In the Georgia/Louisiana proceeding, AT&T and other CLECs identified BellSouth’s failure to provision UNE-P migrations correctly as the reason for significant customer outages and loss of service. The reason for the outages was BellSouth’s use of separate “D” orders and “N” orders to provision a migration order. If BellSouth did not relate the orders and/or process them in the proper sequence, the customer’s service was disconnected pursuant to the “D” order before the “N” order conversion was completed. In addition, a customer who canceled his order would be converted to CLEC service anyway because the “N” order might be worked prior to BellSouth’s processing of the supplement canceling the order

4 AT&T documented these problems in the Declaration of Bernadette Seigler, dated October 19, 2001 in Docket 01-277 (Ga/La I), and the Supplemental Declaration of Bernadette Seigler, dated March 4, 2002 in Docket 02-35 (Ga/La II) and urged the